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ABSTRACT

This handbook is designed to help educational professionals develop cross-functional or departmental quality teams. Nine chapters focus on: (1) the concept of Total Quality Management (TQM) and 14 points for quality in education; (2) team goals and formation; (3) stages of successful team building; (4) the development of quality task teams; (5) managing team meetings; (6) tools for reaching consensus; (7) the basic tools of TQM, such as flowcharts, checksheets, Pareto charts, cause-and-effect diagrams, graphs, control charts, histograms, scatter diagrams, timelines, force field analysis, affinity diagrams, and process modeling; (8) the 5+5 Quality Initiative, a voluntary team approach to introduce quality principles on a district-wide or school-wide basis; and (9) general conclusions and TQM reference guides. An appendix contains reproducible master forms. (MDM)

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